



Washington State Liquor Control Board

CAREER OPPORTUNITY ***With the Washington State Liquor Control Board***

Classification: Washington Management Services ([WMS02](#))

Title: District Manager

Division: Retail Services

Salary: \$53,520 – \$62,100 annually (DOQ)

Opens: June 7, 2006 ~ This recruitment will also be used to fill future vacancies as they occur.

Closes: Open until filled. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. *Candidate evaluation will begin on June 19, 2006 and it will be to the applicant's advantage to submit materials as soon as possible.*

CAREER OPPORTUNITY

There are currently two District Manager openings within the Retail Services Division of the Washington State Liquor Control Board (LCB). There are currently 10 District Managers assigned to assist state and contract store managers and employees operate their stores successfully. These positions will make monthly visits to their assigned state stores and quarterly visits to contract stores. They help store managers and employees implement strategies to improve store performance, such as in-store merchandising displays. They also work closely with managers and assistant managers to improve store performance by analyzing data on inventory, sales and other activities.

RETAIL SERVICES DIVISION

The Retail Services Division is responsible for operating all state stores and oversees the operation of all contract stores. Some state liquor stores serve as retail and wholesale outlets, providing spirits, beer and wine for retail customers and for restaurants and clubs. Liquor is also sold at wholesale prices to military and tribal stores throughout the state. These stores operate independently of the state system.

AGENCY MISSION

Prevent the misuse of alcohol and tobacco and promote public safety through controlled retail and wholesale distribution, licensing, regulation, enforcement and education.

AGENCY PROFILE

The agency's headquarters is located in Olympia Washington and employs approximately 1300 employees. Three divisions drive the retail and wholesale operation: Retail Services, Purchasing Services and the Distribution Center. These divisions function collaboratively to manage the LCB's \$650 million

annual wholesale and retail business. The agency operates a state-of-the-art distribution center, 161 state liquor stores and provides general management direction for 154 contract stores, which serve less-populated areas. It also supplies spirits at wholesale prices to restaurants licensed for spirits, beer and wine and to about 50 tribal and military stores. There are more than 14,000 businesses licensed to sell, manufacture or distribute spirits, beer, and wine in Washington.

POSITION OBJECTIVES & RESPONSIBILITIES

The position directs and integrates the work of state and contract store managers and requires constant exercise of discerning judgment affecting citizens, stakeholders, and consumers. This position manages 16-18 state liquor store managers and oversees 48-62 state store employees as well as approximately 16 contract liquor store managers. This position ensures that the staff is properly trained in store operations and product knowledge, committed to customer service, and maximizing the profitability of the operation of their retail outlet.

This position allocates staffing budget to district stores and makes modifications to allocation; hire, promotion, and transfer of employees; corrective/disciplinary actions; store operational hours; training needs and requirements; independently and innovatively interprets departmental policies and decides on actions relating to customer service, sensitive personnel matters, and intervention into outlet operations as deemed necessary. Institutes security, audit actions, and selects Contract Store Managers for final approval by the three-member Liquor Control Board.

COMPENSATION

The salary is \$53,520 – \$62,100 annually depending on qualifications. An agency vehicle is provided for work related travel requirements. The benefits package includes a state retirement plan, deferred compensation, 11 paid holidays annually, paid vacation and sick leave, and a full array of health, dental, life, and long-term disability insurance coverage. For information on benefit costs and options you may go to www.hca.wa.gov and retirement information can be found at www.drs.wa.gov.

DESIRED EDUCATION AND EXPERIENCE

A Bachelor's degree in Public or Business Administration, or a closely related field. Six plus years of management experience in a large retail or wholesale merchandising operation, as well as demonstrated success as a leader, facilitator, mentor, and supervisor.

ESSENTIAL FUNCTIONS/COMPETENCIES

This position will facilitate all functions of the operation of state stores and provide assistance to lower and upper levels of management as designated. These services include but are not limited to:

- ◆ Communication Effectiveness: Convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.
- ◆ Project Management: Effectively direct and integrate all aspects of a project or program, ensuring that work progresses toward achieving goals and objectives.
- ◆ Workload Management: Effectively organize multiple assignments, involving competing priorities, to produce work products that are accurate, thorough, and on time.
- ◆ Performance Leadership: Create and nurture a performance-based culture that supports efforts to accomplish the organizational mission and goals.
- ◆ Team Leadership: Actively take steps to build cohesive and results-oriented team.

- ◆ Customer Focus: Build and maintain internal and external customer satisfaction with the products and services offered by the organization.
- ◆ Exceed expectations: Consistently go beyond basic service expectations to help customers implement complete solutions.
- ◆ Ethics & Integrity: Earn the trust, respect, and confidence of coworkers and customers through consistent honesty, forthrightness and professionalism in all interactions.
- ◆ Marketing and Sales: Use effective marketing and persuasion to generate interest and enhance demand for the organization's products and services.

AGENCY CORE COMPETENCIES

- ◆ Accountability – Accept personal responsibility for the quality and timeliness of work. Can be relied upon to achieve excellent results with little need for oversight.
- ◆ Serving Customers – Build and maintain internal and external customer satisfaction with the products and services offered by the LCB. Develop innovative ideas that provide solutions to our customers' challenges.
- ◆ Communication – convey clear, timely, persuasive messages that positively influence the thoughts and actions of others.
- ◆ Building and Maintaining Relationships – Earn the trust, respect, and confidence of coworkers and customers through consistent honesty, forthrightness and professionalism in all interactions. Build and maintain working relationships characterized by mutual acceptance and cooperation. Contribute to an environment that honors diversity, and uses diverse perspectives to meet the agency's mission and goals

APPLICATION PROCEDURE

E-MAIL will be the primary method of communication throughout this recruitment. Please submit your application package to attention: Janet Krueger at email address: jlk@liq.wa.gov. If necessary, hard copies may be mailed to: Janet Krueger, Human Resource Office, Washington State Liquor Control Board, PO Box 43100, Olympia, Washington 98504-3100. If you have questions regarding this announcement, please call 360.664.1643.

Candidates must submit all of the following to be considered for the position:

- ◆ A letter of interest (no more than two pages) specifically describing how your skills and experience meet the Education, Experience, and Competencies outlined in this announcement. Please include a statement as to how you became aware of this recruitment;
- ◆ A résumé listing names of employers, specific duties performed, dates of employment, and degrees attained;
- ◆ A list of professional references (at a minimum: one supervisor, co-worker, and a key customer or stakeholder), with current telephone numbers and addresses; and
- ◆ A completed [WA State Job Application](#) and Applicant Profile Data Form (listed below). Completion of the Applicant Profile Data Form is voluntary. The information gathered will be used for statistical purposes only and will be kept confidential.

SPECIAL NOTE

The act of submitting application materials is considered affirmation that the information provided is complete and truthful.

Prior to any new appointment into the Liquor Control Board, a background check will be conducted. Additionally, all employees of the LCB must comply with RCW 66.08.080 which states: no employee of the board shall have any interest, directly or indirectly, in the manufacture of liquor or any liquor sold under this title, or derive any profit or remuneration from the sale of liquor, other than the salary or wages payable to him in respect of his office or position and shall receive no gratuity from any person in connections with such business.

Persons with a disability who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1643 or TTY 800-855-2880. The Washington State Liquor Control Board is an equal opportunity employer and encourages all qualified persons including disabled and Vietnam era veterans, women, racial and ethnic minorities, people with disabilities and persons over 40 years of age to apply.



Washington State Liquor Control Board

APPLICANT PROFILE FORM

Completing this form will enable Washington State to assess the many talents and skills that are available throughout the workforce. To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the questions below. This information will be treated as confidential, and will be available *only* to authorized personnel. Please review the Affirmative Action Definitions at the bottom of this page.

Name:

Date:

1. What race or culture do you consider yourself? *If you are more than one race, please check "Other Race".*

- | | | | | | |
|---|------------------------------------|------------------------------------|-----------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Aleut | <input type="checkbox"/> Cambodian | <input type="checkbox"/> Filipino | <input type="checkbox"/> Hispanic | <input type="checkbox"/> Korean | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Chinese | <input type="checkbox"/> Guamanian | <input type="checkbox"/> Indian | <input type="checkbox"/> Laotian | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Black | <input type="checkbox"/> Eskimo | <input type="checkbox"/> Hawaiian | <input type="checkbox"/> Japanese | <input type="checkbox"/> Latino(a) | <input type="checkbox"/> White |
| <input type="checkbox"/> Other Race (specify indicate race or culture): _____ | | | | | |

If you are more than one race, please also check "Multi-Racial" below and indicate your preference for Affirmative Action purposes:

☐ Multi-Racial _____

(Affirmative Action Preference)

2. Are you: Female ☐ Male ☐

3. Have you ever been on active duty in the U.S. Armed Services?

- ☐ Yes (if checked, see 3a and 3b)
☐ No

3b. Are you a disabled veteran?

- ☐ Yes (____ %)
☐ No

3a. Dates served: from: _____ to _____

4. Do you have any physical, sensory, or mental condition that substantially (rather than slightly) limits any of your major life functions, such as: walking, speaking, seeing, hearing, breathing, working, learning, caring for oneself or performing manual tasks?

- ☐ Yes
☐ No

Date of Birth: _____ / _____ / _____

AFFIRMATIVE ACTION DEFINITIONS

American Indian or Alaskan Native. A person with origins in any of the original peoples of North America and who maintains cultural identification through documented tribal affiliation or community recognition.

Asian/Pacific Islander. A person with origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, China, Japan, Korea, Pakistan, the Philippine Republic, and Samoa.

Black/African-American. A person with origins in any of the Black racial groups of Africa.

Hispanic. A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. For example, persons from Brazil, Guyana, or Surinam would be classified according to their race and would not necessarily be included in the Hispanic category. This category does not include persons from Portugal, who should be classified according to race.

White/Caucasian. A person with origins in any of the original peoples of Europe, North Africa, or the Middle East.

Disabilities. For Affirmative Action purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorders such as mental functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

Disabled veteran. A person entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

Vietnam-era veteran. A person who served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964, and May 7, 1975, and was discharged or released from duty with other than a dishonorable discharge.